

## BASIC COMPLIANCE AUDITING PERFORMANCE WORK STATEMENT

### A. PROJECT/TITLE

Basic Compliance Auditing for AVS Personnel Employed by the Federal Aviation Administration (FAA), Course 28463.

### B. BACKGROUND

Under Title 49 of the United States Code (49 U.S.C.), the FAA is authorized to acquire and expend funds for the acquisition, operation, and maintenance of aircraft as necessary in the exercise and performance of the powers and duties of the Administrator. The interests of the public, the safety of the workforce, and the credibility of the organization are best served by having qualified, proficient, and current inspectors conducting surveillance, testing, and checking functions. The FAA has further determined that offering this class to all AVS personnel is in the best interests of the government.

### C. SCOPE

The contractor shall provide approximately 12 classes per year to FAA personnel in basic compliance auditing. The course must provide approximately 24 hours of instruction per class and will accomplish the training outcomes specified in Section F.5 of this Performance Work Statement (PWS). Student quotas for these courses will be assigned by the Flight Standards Service Training Division, AFS-500. Class size will be a maximum of 20 FAA employees. All travel and per diem costs will be the responsibility of the FAA.

### D. DEFINITIONS

The following definitions are used to define the terminology contained herein and are applicable as required by Title 14 of the Code of Federal Aviation Regulations (14 CFR):

AVS: FAA Office of Associate Administrator for Aviation Safety. This office includes System Safety, Accident Investigation, Aircraft Certification, Aerospace Medicine, Flight Standards, Rulemaking, and Air Traffic Oversight.

Contracting Officer (CO): The person authorized to act on behalf of the Government to negotiate and award contracts and modifications thereto, and to administer contracts through completion or termination. Except for certain limited authority delegated by the Contracting Officer to a technical representative, the Contracting Officer is the only individual with the authority to direct the work of the Contractor.

Contracting Officer's Technical Representative (COTR): The authorized Government representative(s) acting within the limits of their delegated authority for management of specific projects or functional activities.

FAA: Federal Aviation Administration, a component agency of the U.S. Department of Transportation

Training Outcomes: The total combination of skills and knowledge that the learner must acquire to perform a job assignment.

## E. APPLICABLE DOCUMENTS

Title 49 of the United States Code available at:  
<http://uscode.house.gov/download/download.shtml>

Appendix A - Training certificate and evaluation (Attached to this PWS.)

## F. GENERAL REQUIREMENTS

### 1. Daily Sessions

Training must be 8 hours per day. To the maximum extent possible, training should start on a Tuesday and end on a Thursday. Training should not start on a day following a federal holiday nor should it end the day before a federal holiday. Training is to be continuous except for federal holidays. Local or state holidays shall not interrupt the training period. Normal hours of training should not begin later than 9:00 a.m. If a requirement exists to change either the hours or days of training indicated, the change must be coordinated in advance with the FAA COTR.

### 2. Student Completion Reports

Upon completion of all training, the contractor shall issue each FAA student a course evaluation and certificate of training (Appendix A). The FAA student shall sign the certificate verifying the type of training provided, specific dates, and the duration of such training. One copy of each student's certificate and evaluation shall be submitted to the COTR within 15 days of the completion of the course.

### 3. Level of Training

FAA personnel are expected to perform at a level compatible with the highest standards of the specialty. Accordingly, each course of instruction shall adhere to adult learning principles which include but are not limited to:

- a. Focus the training on "real world" situations and applications.
- b. Emphasize how the training can be applied.
- c. Relate the training to the instructional objectives.
- d. If possible, relate the training materials to the FAA employees' past experience.
- e. Allow reasonable debate and challenge of ideas.

- f. Encourage FAA employees to be resources to one another.

#### 4. Training Facilities

The facility used for training must be located in the United States and within 25 miles of an airport serviced by at least 2 major US air carriers. In addition, training facilities must comply with the following:

- a. Classrooms must be large enough to accommodate at least the entire class plus two observers, with desks or tables large enough to allow the students to be able to take notes and still have space for them to keep their reference books open during lecture periods. Student chairs must be ergonomically appropriate for 8-hour occupancy.
- b. Sufficient presentation boards for effective teaching shall be provided.
- c. The classroom shall be well-lighted. There shall be not less than 30 foot-candles of illumination at the student's desk or table.
- d. The classroom shall be cleaned not less than two times each week of instruction.
- e. Sanitary restroom facilities shall be available within convenient distance of the classroom.
- f. The classroom facilities shall be adequately ventilated; heated in winter and cooled in summer. Temperature range shall not exceed 68 to 74 degrees, Fahrenheit.
- g. Ambient noise shall be below the distraction point. At any position in the classroom, normal instructor voice levels should exceed the ambient noise level by 20 decibels.
- h. The contractor shall comply with safety standards specified by the National Electrical Code, the National Fire Code, and the United States of America Standards Institute in conducting contract training. Each class shall receive a briefing on safety and security procedures to ensure proper egress in the event of any foreseeable emergency.
- i. Local environmental distractions adversely affecting student learning shall be eliminated.
- j. Adequate free student parking shall be available near the training site.
- k. Visual aids used in the classroom shall be legible, visible from each student station, and color enhanced as necessary.
- l. The contractor shall provide legible copies of the student course book and other printed materials necessary to conduct the course.
- m. The contractor shall also provide pencils and blank paper for note-taking as required.

## 5. Training Outcomes

The course shall emphasize the **BASIC** auditor skills common to all compliance auditing without regard to any specific quality standard. Assume the student to be new to auditing and from any part of the FAA working in an administrative, clerical, technical, medical or engineering position assigned to their first audit. The applicable standard could range from Title 14 Code of the Federal Regulations, ISO, or any other quality management standard.

The participant will understand and be able to describe in their own words:

- The purpose of auditing.
- How to plan their portion of an audit as assigned with regard to time management, document gathering, review, etc.
- The preparation for an audit such as reading applicable standards and other information provided by the team leader.
- The elements of an efficient and effective audit.
- At least three quality management systems commonly found in aerospace organizations in general terms.
- Auditor roles and responsibilities
- A brief review of audit reports.
- A brief review of post-audit activities.
- Follow-up and verification of audit corrective action (From the auditors perspective).
- **Audit methods.**
- **Audit tools and techniques.**
- **Audit documentation.**

**NOTE:** Approximately 75% of the allotted time should be dedicated to the last three outcomes in bold above; audit methods, audit tools and techniques, and audit documentation.

The participants are to be given opportunities to practice the basic auditor skill set to the maximum extent practicable within the allotted time.

## 6. Training Requirements

(a) All instruction shall be presented by a qualified instructor in a classroom environment. If Computer-Based Instruction (CBI) is used to accomplish training then the following requirements shall be met:

(1) The students shall receive a thorough briefing on the operation and use of the CBI equipment.

(2) At least one instructor shall be present or readily accessible by electronic means to resolve any problems or questions that the student may have regarding the material presented in the CBI program.

(3) All material presented by CBI shall be reviewed and reinforced by a qualified instructor in classroom discussion or one-on-one with the student.

(b) In the event the FAA employee fails to report for training as scheduled, or should become ill, injured or incapacitated during the training period the contractor shall promptly notify the COTR and the employee's emergency contact if known.

(c) In the event a student does not complete the full course provided for in the schedule, the contractor shall notify the COTR immediately.

(d) The contractor shall notify the COTR of the student's completion status within 15 working days after completion of the training program.

(e) Upon completion of all training, the contractor shall issue a Certificate of Training (Appendix A). The FAA employee shall sign the certificate certifying the type of training provided, specific dates, and the duration of such training. One copy of each such certificate shall be submitted to the COTR.

## 7. Qualifications of Personnel

The contractor shall provide professional instructors to deliver the course using government-accepted course materials. The instructor qualifications shall, at a minimum, include the following:

Three years of experience in delivering training in a classroom environment; and

Three years of experience performing auditing procedures.

## 8. Prototype Class:

The contractor must deliver a prototype class using government-accepted lesson plans and training materials. The prototype class shall be scheduled for approximately 45 days after award to allow the FAA time to schedule students for the class.

The contractor shall provide the same training facilities at the training site identified in their offer and the facility must comply with section F.4 of this PWS. The facility shall accommodate the contractor's standard class size and provide space for up to six FAA observers at the rear of the class.

The proposed class schedule shall include a 45 day break between the prototype class and the first regularly scheduled class. However, regular classes are not to be conducted until the contractor has corrected or resolved all issues and or problems discovered during the prototype class to the satisfaction of the FAA. Correction or resolution of issues discovered during the prototype class and associated costs are the responsibility of and shall be borne by the contractor.

## G. PERFORMANCE REQUIREMENTS FOR TRAINING COURSES

1. As part of the proposal, the contractor must submit:

- A description of the training aids and facilities in sufficient detail to determine compliance with the requirements of section F.4 of this PWS.
- Certification of the qualification of instructors to be provided for the course sufficient to determine compliance with section F. 7 of this PWS.
- A course syllabus in sufficient detail to determine compliance with the requirements of sections C, F.3, and F.5 of this PWS.

## 2. Deliverables

The contractor shall:

- Provide a prototype class as specified in section F.8 of this PWS.
- At least two weeks prior to any course, provide each registered student with the training site address, map and/or directions to the training site, a local point of contact and telephone number, and commercially available lodging near the training site.
- Provide training as specified in the government accepted syllabus.
- Provide the 24 hours of training over a continuous three day period unless interrupted by a Federal holiday.
- Commence training upon the FAA employees' arrival at the contractor's facility on the date and time agreed upon.
- Provide a copy of the training schedule, course description, course reference books, and any other needed course materials to each student on the first training day of each training class.
- Complete the training within three training days barring unforeseen circumstances beyond the control of the contractor.
- Provide the COTR with a completed certificate of training signed by both the FAA employee and the contractor's instructor and the course critique (Appendix A) within 15 days of the completion of the training.